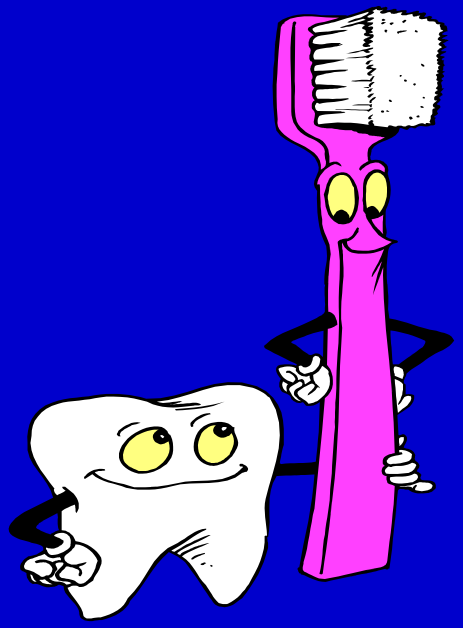
ECODS UPDATE (QA/PI/RM/Credentials)

Dec 2002



FACILITY WIDE FUNCTIONS

- JAGMANS
- Mgmt Variance Reports
- Occurrence Screens
- Patient complaints (Congressionals)
- Access to care, customer needs, patient populations, etc

DENTAL STAFF FUNCTIONS

- Infection control
- Safety
- Dental record review
- Drug usage review
- Credentials/privileging
- Practice volume data
- Utilization review
- Code blue drills

ARE WE DOING THE RIGHT THINGS WELL?

- Is the care appropriate for the patient?
- Is it done in a timely manner?
- Is it cost-effective?
- Is it performed well?
- Is there risk to patient or staff?
- Are we caring and respectful?
- Was the desired outcome reached?

Mgmt Variance Reports

- MVR trend on lack of slow speed attachments and bur guards - funds released to purchase more inventory
- MVR trend on linen problems in southern area – new contract in place with no current issues

Occurrence Reports

- New form in use – working well
- Trend identified for procedure on wrong patient / procedure on wrong tooth – see Patient Safety

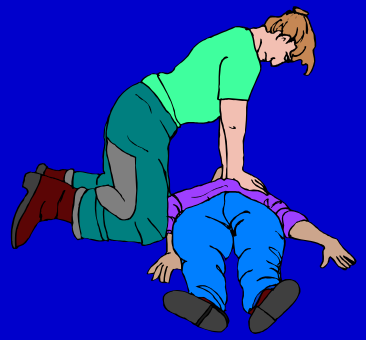
DENTAL RECORD REVIEWS

- Dentist, Hygienist/Prophy tech, and Sealant tech reviews were within established command threshold

CODE BLUE DRILLS

- Several clinics did not complete required drills or training due to personnel turnover.

- Repeat problem from FY-01 / FY-02



SAFETY

- Track # of sharps, experience type / level - no trends
- Cumulative 5 yr sharps rate is .0089% (based on A9999 – patient seatings)
- FY03 sharps – 11
- Down from 11 yr avg of 25/yr

INFECTION CONTROL

- Odontogenic infections (post-op) rate for 7 qtrs is .06% (now based on selected perio-endo-oral surg procedures)
- Waterline test rate for 4 yrs is 88% - goal is 100%
- Mandatory quarterly training started 2nd qtr FY-03

CUSTOMER SATISFACTION

- DOD Patient Surveys - NDCSW satisfaction for 4 yrs is 96%
- Consistently meet or exceed Navy/DOD
- Rec'd 397 patient compliments (96%)
- Rec'd 18 patient complaints
- FAL / MON do local surveys

HIPAA

- POC: Peter Gyorgy (contractor)
- Program in place and expanding
- Focus: patient privacy
- Local instruction on hold pending issuance of BUMED guiding instruction
- Training is ongoing
- No complaints to date – BZ!

PATIENT SAFETY

- JCAHO 2004 goals – same as 2003 with one added
- NDCSW applied for special funding to procure digital panos for MCRD based on occurrence reports of wrong site/wrong patient procedures. $ were approved and x-ray units installed in Oct 2003.

2004 Goals

- Improve accuracy of patient identification
- Improve effectiveness of communication among caregivers
- Improve safety of high alert medications *
- Eliminate wrong site / wrong patient surgery
- Improve safety of infusion pumps *
- Improve effectiveness of clinical alarm systems
- Reduce risk of healthcare acquired infections

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